

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

From: Napoli, Laura (L.)
Sent: Monday, August 29, 2011 10:43 AM
To: Flanagan, Thomas (T.P.); Snider, Tim (T.O.)
Cc: Surella, Matthew (M.M.)
Subject: FW: ISM Released In CQIS: 094-2011-1982: LOSS OF POWER STEERING ASSIST WITH C200D IN PSCM

This is the ISM released for U502 only for B9A. Basically it just tells the dealers to change the gears on the first occurrence of a C200D instead of clearing codes and sending the vehicle back out. We've had some upset customers on U502 because no actual fix was made on the car when brought in for loss of assist. If you want your program added to this ISM, talk to Chad Glennie and include your PVT engineer and plant FSCD rep asking Chad to add your program if you think you need it.

From: Jackson, Bradley (B.G.)
Sent: Monday, August 29, 2011 10:39 AM
To: Napoli, Laura (L.); Mrozek, Robert (R.M.)
Subject: FW: ISM Released In CQIS: 094-2011-1982: LOSS OF POWER STEERING ASSIST WITH C200D IN PSCM

released

From: Glennie, Chad (C.)
Sent: Monday, August 29, 2011 9:04 AM
To: Jackson, Bradley (B.G.); Glennie, Chad (C.); Estes, Eric (E.E.); Buelow, Steve (S.E.); Fumerola, Tom (T.); Janiunas, Vince (V.J.)
Subject: ISM Released In CQIS: 094-2011-1982: LOSS OF POWER STEERING ASSIST WITH C200D IN PSCM

ISM Released In CQIS

***** NOTE: The system generated the email. Do not reply to this email *****

This message is being sent on behalf of CGLENNIE.

This is a courtesy copy of the following article to advise you this article has been approved and released as an ISM.

General Information

Last action taken (as of 8/29/2011 2:03:40 PM GMT): Notify PVT of ISM
Comment: ISM # 11-08-019 has been published into GCQIS.

Author: TFUMEROL
Tracking Number: 094-2011-1982
Title: LOSS OF POWER STEERING ASSIST WITH C200D IN PSCM

Vehicle Applications:

Vehicle Lines	Model Year Start	Model Year End	Assembly Plants	Body Styles	Engine	Trans Axles	Build From	Build To
Explorer	2011	2012						

Internal Text:

SOME 2011-2012 EXPLORER VEHICLES
MAY EXHIBIT A LOSS OF POWER
STEERING ASSISTANCE
WITH DTC C200D SETTING IN THE POWER
STEERING CONTROL MODULE (PSCM).
ENGINEERING HAS ISOLATED THE ROOT
CAUSE AND HAS DETERMINED THAT
EPAS STEERING RACK REPLACEMENT IS
NECESSARY TO RESOLVE THIS ISSUE.

AUTHOR: TFUMEROL (313) 317-9383

External Text:

ISMs to Supersede:

If SPECS Case, Select all Other Affected

Publications:

Changes Needed in Other Pubs:

Message Category:

CQIS Codes:

Supervisor CDSID:

Consultant CDSID:

ISM Number:

Author Work Group:

Body/Chassis/Electrical

2 27 6 **; 2 27 2 **; 6 62 * **

cglennie

sbuelow

11-08-019

BCE - SUV

(End automated email)

From: Mrozek, Robert (R.M.)
Sent: Tuesday, February 15, 2011 8:42 AM
To: Diez, Timothy (T.P.); Rossi, Roberto (R.A.); Napoli, Laura (L.)
Subject: RE: 2011 EXP/[REDACTED] CHASSIS - Report Summary(s) from a GCQIS Query Disposition

I was thinking that as well.

The plant should be checking the integrity of the connections they make.

Rob Mrozek

Electric Power Steering Supervisor
CD3/D3/D4/U502/Police/Limo EPAS Programs +
Active Front Steering Applications Engineering
Ford Motor Company
Phone: (313) 805-5947
e-mail: rmrozek@ford.com

From: Diez, Timothy (T.P.)
Sent: Tuesday, February 15, 2011 8:31 AM
To: Rossi, Roberto (R.A.); Napoli, Laura (L.); Mrozek, Robert (R.M.)
Subject: RE: 2011 EXP/[REDACTED] CHASSIS - Report Summary(s) from a GCQIS Query Disposition

One reason is that water may have ingressed into the connector cavity and into Power Filter Stage.

What do you guys think?

Sincerely,
Tim Diez
Ford Electric Power Steering, EESE
313-805-1060; Fax: 313-317-4387
e-mail: tdiez@ford.com
cube 3C071, Building 5

From: Rossi, Roberto (R.A.)
Sent: Tuesday, February 15, 2011 8:27 AM
To: Diez, Timothy (T.P.)
Subject: FW: 2011 EXP/[REDACTED] CHASSIS - Report Summary(s) from a GCQIS Query Disposition

Roberto Rossi
Chassis Electronics Supervisor
313-805-4157

Lord Jesus Christ, Son of the Father, send now Your Spirit over the earth. Let the Holy Spirit live in the hearts of all nations that they may be preserved from degeneration, disaster and war. May The Lady of All Nations, the Blessed Virgin Mary, be our advocate. Amen.

From: Jackson, Bradley (B.G.)
Sent: Tuesday, February 15, 2011 7:59 AM
To: Napoli, Laura (L.); Mrozek, Robert (R.M.); Rossi, Roberto (R.A.)
Cc: Anderson, Eric (H.)
Subject: FW: 2011 EXP/[REDACTED] CHASSIS - Report Summary(s) from a GCQIS Query Disposition

Any clues about the first report from Maryland? If a loose connector was found and re-connected, any ideas on why there would still be no assist?

Also, have a look at the 3rd report from North Carolina.

Brad

This email contains 3 report summary(s).

Report# :	BBLAA025 NHL	Received:	02/12/2011
CCRG/EPRC:		Date:	
Vehicle:	2011,EXPLORER 4X4 (U502),4 DOOR ,MP,1FMHK8F8XBG [REDACTED]	Build Date:	01/20/2011
Odometer :	303 M	Engine:	3.5L CYCLO
Transmission:	6F55	Axle:	
Dealer:	USA 00089 Koons Ford of Annapolis, Inc.	Calibration:	BUB1ST0A
City:	Annapolis	A/C:	YES
Originator:	JAMES MORELAND	Phone#:	(410) 266- 3087
Symptom:	3 03 1 55 CHASS.,STRG/HANDLING ,FUNCTION,LOSS OF STRG	State:	Maryland
Status:		Country :	USA
VFG:	V89 RIDE & HANDLING		
Additional Symptom:	U3000:96		
Fix:	Causal Component :		--
Condition Code:			
Hotliner:	CBISHO41	Phone:	313 317-9359
Engineering:		Regn Cd:	N4 Washington
		Phone:	
		TAR:	

DTCs:

KOEO:U3000:96

KOEC:

KOER:

Comments

:

REPAIR 02/12/2011 01:58PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE
WEB FORM DATA - CONCERN: NO POWER STEERING DIAGNOSTICS: SELF TEST VISUAL INSPECTION FOUND CONNECTOR ON GEAR DISCONNECTED PARTS REPLACED:: NONE TECH QUESTION: CODE U3000 96 LEADS TO REPLACEMENT OF EPAS GEAR W/NO PINPOINT TESTS IS THIS CORRECT, VEHICLE WAS DX TO OUR DEALER SAID P/S WENT OUT IN OUR PARKING LOT, TESTED AND FOUND CONNECTOR 1453A DISCONNECTED. PLUGGED BACK IN BUT NO P/S AND CODE AND MESSAGE CENTER WILL NOT CLEAR OUT. WERE YOU ABLE TO VERIFY THE CONCERN? YES IS THERE AN APPROPRIATE PINPOINT TEST IN THE WSM FOR THIS CONCERN? YES WAS THE PINPOINT TEST FOLLOWED? YES

RECOMM 02/12/2011 01:58PM CHRIS BISHOP MSS - FCSD - TECH SVC HOTLINE
JAMES, YOU ARE CORRECT. IF THE U3000:96 IS PRESENT AS A HARD FAULT THEN STEERING GEAR REPLACEMENT IS REQUIRED. THIS CODE INDICATES THAT THE ELECTRONIC STEERING GEAR HAS EXPERIENCED AN INTERNAL FAULT. RECOMMEND REPLACING THE GEAR AS NEEDED THEN RETESTING FOR NORMAL OPERATION.

Attachments : 2

Redacted for Relevance

Redacted for Relevance

Attachments : 0

Report# :	BBND7002 NHL	Received:	02/14/2011
CCRG/EPRC:		Date:	
Vehicle:	2011,EXPLORER 4X2 (U502),4 DOOR ,MP,1FMHK7B86BG [REDACTED]	Build Date:	01/20/2011
Odometer :	519 M	Engine:	3.5L CYCLO
Transmission:	6F50	Axle:	
Dealer:	USA 09151 Huntersville Ford	Calibration:	BUB1NN0A
City:	Huntersville	A/C:	YES
Originator:	TIM BARRON	Phone#:	(704) 875- 6547
Symptom:	3 03 1 50 CHASS.,STRG/HANDLING ,FUNCTION,HIGH EFFORT	Country :	USA
Status:			
VFG:	V87 STEERING		

Additional Symptom: INTERMIT NO STR ASSIST

Fix: **Causal Component :** --

Condition Code:

Hotliner: JTAYL466

Phone: 000 000-0000

Regn Cd: S2 Charlotte

Engineering:

Phone:

TAR:

Dlr Contact: TIM BARRON

Phone: 704 400-9384

Title Cde: T

DTCs:

KOEO:U0131

KOEC:

KOER:

Comments

:

REPAIR 02/14/2011 04:13PM JASON TAYLOR MSS - FCSD - TECH SVC HOTLINE
THE CUSTOMER STATES THAT INTERMITTENTLY THERE IS NO STEERING ASSIST. THE TECH HAS ONLY BEEN ABLE TO DUPLICATE THIS CONCERN ONCE. THE TECH STATES THAT HE LET THE VEHICLE IDLE FOR TWENTY MINUTES IN HIS BAY AND WHEN HE RETURNED THE CONCERN WAS PRESENT. THE PSCM DOES FAIL THE NETWORK TEST. THERE ARE CODES U0131 IN THE ABS AND IC MODULES. WHEN THE VEHICLE CAME IN THERE WAS A CONTINUOUS CODE U3000 IN THE PSCM, BUT THAT CODE CLEARED AND DID NOT RETURN.

RECOMM 02/14/2011 04:13PM JASON TAYLOR MSS - FCSD - TECH SVC HOTLINE
TIM, SUGGEST INSPECTING THE VEHICLE FOR ANY AFTER MARKET EQUIPMENT. IF THERE IS ANY AFTER MARKET EQUIPMENT PRESENT THEN REMOVE IT FROM THE VEHICLE. IF THERE IS NO AFTER MARKET EQUIPMENT PRESENT AND THE PSCM IS NOT COMMUNICATING, THEN SUGGEST PERFORMING A LOAD TEST ON THE POWER AND GROUND TO THE PSCM. IF THE POWER AND GROUND PROVE OUT THEN CHECK THE COMMUNICATION CIRCUITS BETWEEN THE PSCM AND DLC FOR ANY OPEN OR HIGH RESISTANCE ISSUES. INSPECT THE PIN FITS AT THE PSCM FOR ANY LOOSE OR DAMAGED PINS.

From: Jackson, Bradley (B.G.)
Sent: Monday, August 29, 2011 9:14 AM
To: Fumerola, Tom (T.); Estes, Eric (E.E.); Buelow, Steve (S.E.); Janiunas, Vince (V.J.)
Cc: Napoli, Laura (L.); Mrozek, Robert (R.M.)
Subject: RE: ISM Request for Input: 094-2011-1982: Loss of power steering assist with C200D in PSCM

Tom, thank you for initiating this ISM. My only input would be to add the 2012MY to the ISM and the text.

Thanks for your help!

Brad

From: Fumerola, Tom (T.)
Sent: Monday, August 29, 2011 7:50 AM
To: Jackson, Bradley (B.G.); Estes, Eric (E.E.); Buelow, Steve (S.E.); Fumerola, Tom (T.); Janiunas, Vince (V.J.)
Subject: ISM Request for Input: 094-2011-1982: Loss of power steering assist with C200D in PSCM

ISM Request for Input

***** NOTE: The system generated the email. *****

This message is being sent on behalf of TFUMEROL.

Please provide review and feedback for the article below. The person requesting this feedback may have provided further direction in the comment section below. Forward/Send any comments via email to the person who sent this email.

General Information

Last action taken (as of 8/29/2011 12:50:29 PM GMT):

Send for engineering input

Comment:

Review for accuracy. Only written for 2011 U502.
Are any other vehicle lines affected?

Author:

TFUMEROL

Tracking Number:

094-2011-1982

Title:

Loss of power steering assist with C200D in PSCM

Vehicle Applications:

Vehicle Lines	Model Year Start	Model Year End	Assembly Plants	Body Styles	Engine	Trans Axles	Build From	Build To
Explorer	2011	2011						

Internal Text:

Some 2011 Explorer vehicles may exhibit a loss of power steering assistance with DTC C200D setting in the power steering control module (PSCM). Engineering has isolated the root cause and has determined that EPAS steering rack replacement is necessary to resolve this issue.

External Text:

ISMs to Supersede:

If SPECS Case, Select all Other Affected

Publications:

Changes Needed in Other Pubs:

Message Category:

Body/Chassis/Electrical

CQIS Codes:

2 27 6 **; 2 27 2 **; 6 62 * **

Supervisor CDSID:

cglennie

Consultant CDSID:

sbuelow

ISM Number:

Author Work Group:

BCE - SUV

(End automated email)